

ABSTRACT

A method and system for providing on-location troubleshooting services to homeowners and businesses for low-voltage electronic equipment and other on-location services. It employs the use of an Internet-based system for recording customer requests for service and subsequently automatically dispatching technicians and managing provision of the requested services. It also provides functions to support customer and technician recruitment and sign up. Additionally, it provides functions for recording customer satisfaction, requesting repair services and links to low-voltage electronics equipment suppliers for purchasing desired low-voltage electronics equipment. Service areas, work cells are established for groups of customers which are closely located geographically. Technicians are recruited and assigned responsibility for work cells based on whether their residence is in or close to a particular work cell or group of work cells. Customers and technicians may also access certain functions of the Internet-based system through telephones and telephone interface to the Internet-based system.